



MARKAZ ARTS AND SCIENCE COLLEGE

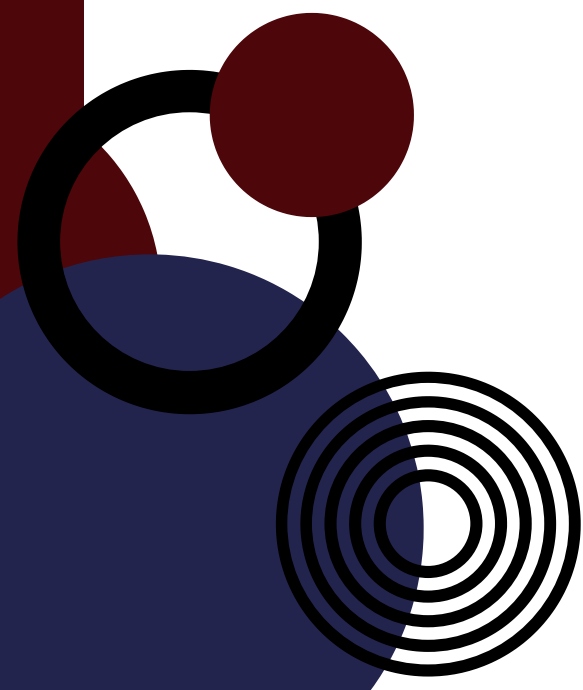
(Affiliated to the University of Calicut)
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POLICY DOCUMENT

GRIEVANCE REDRESSAL CELL POLICY

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Markaz Arts and Science College aims at moldings tomorrow's leaders who are intellectually competent, spiritually matured, psychologically strong, physically healthy and socially acceptable. We envisage a society with full of love, truth, justice and peace. The college is located at Karthala 5.5 kms away from Kuttippuram and 5kms from Valanchery. The doors of the institution are open to all students, irrespective of their caste and creed. As per direction from University Grants Commission, a Grievance Redressal Cell is constituted in the college for providing a mechanism for redressal of students' grievances related with admission and unfair practices. Any student with a genuine grievance may approach the faculty members in person or may submit the grievance in or Grievances may also be sent through e-mail to the officer in-charge of Student's Grievance Cell. The Objective of the cell is to develop a responsive and accountable attitude among students and others in order to maintain a harmonious educational atmosphere in the institute. The Grievance Cell will assure that the grievance received has been properly solved in a stipulated time limit provided by the cell.

A three tier Grievance Redressal mechanism is implemented in the institution:

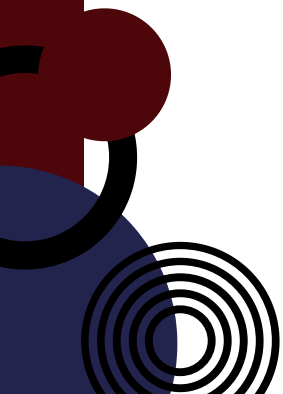
Departmental Grievance Redressal Committee (DGRC),
College Grievance Redressal Committee (CGRC) and
University Grievance Redressal Committee (UGRC).

GRIEVANCE REDRESSAL CELL

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Policies and Regulations

- Students can submit grievance here in two ways. Their grievances can be submitted either through the online grievance portal on the college website or in writing offline.
- The college assures confidentiality and maintains the privacy of students in the grievance process.
- The grievance redressal cell takes responsibility for students' grievances, evaluate each case and take necessary actions.
- Once the grievance is received, the findings are submitted to the principal within seven working days for immediate action.



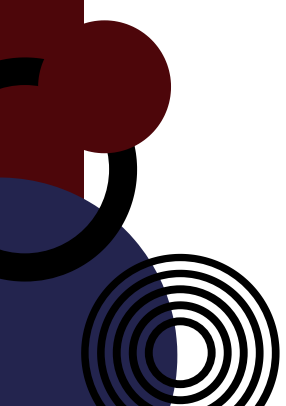
ANTI-RAGGING COMMITTEE

POLICY DOCUMENT

Anti-Ragging committee:

The anti-ragging committee is established to prevent the menace of ragging and foster healthy interpersonal relations among students in the campus of Markaz Arts and Science College. All students shall familiarize themselves with rules/ regulations/ guidelines on code of conduct, anti-ragging measures and discipline College. The committee is tasked with the responsibility of furthering the ideals of the UGC Regulation and any other laws put in place with regards to the menace of ragging by the Governments of India and or the State of Kerala. Ragging involves abuse, humiliation, or harassment of new entrants or junior students by the senior students. It often takes a malignant form wherein the newcomers may be subjected to psychological or physical torture. The cell functioning in the college take all necessary steps to spread the message that ragging is a non-bailable criminal offence and any type of behaviour like gestures, talk or action hurting the self-esteem of the person will come under the purview of ragging. The cell considers the recommendations of the anti-ragging squad and takes an appropriate decision.

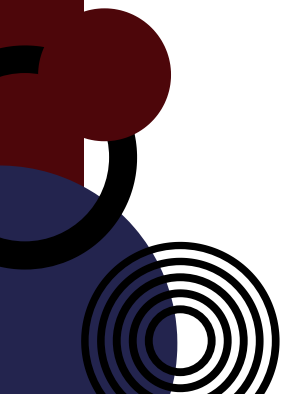
The Anti-Ragging Committee may, depending on the nature and gravity of the guilt established by the Anti-Ragging Squad, award to those found guilty, one or more of the following punishments, namely:



ANTI-RAGGING COMMITTEE

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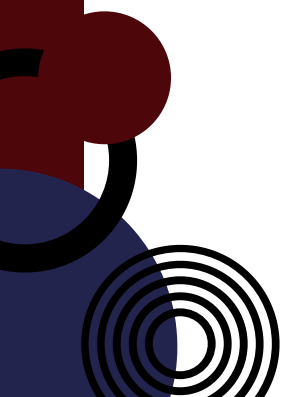
- Suspension from attending classes and academic privileges.
- Withholding/Withdrawing scholarship/ fellowship and other benefits.
- Debarring from appearing in any test/examination or other evaluation process.
- Withholding results.
- Debarring from representing the institution in any regional, national or international meet, tournament, youth festival, etc.
- Suspension/Expulsion from the hostel.
- Cancellation of admission.
- Rustication from the institution for period ranging from one to four semesters.
- Expulsion from the institution and consequent debarring from admission to any other institution for a specified period.



INTERNAL COMPLAINTS COMMITTEE (ICC)/ COMMITTEE AGAINST SEXUAL HARASSMENT

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This cell aims at sensitizing the students and staff to work diligently to prevent sexual harassment in the college. Complaints of sexual harassment shall be lodged with the Committee and appropriate disciplinary action is initiated by the members in accordance to the rules and regulations of the college. ICC meets on a need basis to address any complaints from students, teaching and non-teaching members and takes necessary action. The college has a zero-tolerance policy towards any such transgression. The college is committed to providing a safe and conducive work and academic environment to students and faculties and is extremely alert to matters pertaining to any kind of harassment and gender sensitivity.



STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC)

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- The Student Grievance Redressal Committee of Markaz Arts and Science College aims to resolve the grievance of the students with highest standards of integrity, fairness and confidentiality. This committee constituted as per the University Grants Commission Regulations, 2012.
- Students who have concerns or complaints related to university should direct them to the university, the Collegiate Student Grievance Redressal Committee (CGRC) required to submit its report to the University Grievance Redressal Committee (UGRC) to which the college is affiliated.
- Student who have complaints related to their college should direct them to the Collegiate Student Grievance Redressal Committee (CGRC).
- If a student has grievance concerning a department, they should direct their complaint to the department Student Grievance Redressal Committee (DGRC) established with in that department.



POLICY DOCUMENT

Online Grievance Portal

- An aggrieved student may apply seeking redressal of grievance through the offline/ online Grievance portal of the College.
- Online Grievance Portal is designed to address the legitimate concerns and complaints of both student and faculty members.
- On receipt of the online complaint, the same shall be forwarded within 24 hours of the receipt of the complaint, to the appropriate
- Student Grievance Redressal Committee (either Department Grievance Redressal Committee or College Grievance Redressal Committee).

Composition

- **College Grievance Redressal committee (CGRC)**
 - Principal of the college –Chair Person
 - Three senior members of the teaching faculty to be nominated by the Principal.
 - Representative from students nominated by the Principal.
- **Department Grievance Redressal Committee (DGRC)**
 - Head of the Department –Chairperson
 - A member of the Faculty
 - A representative from students of the department.